Trend Smart Surfing for the iPhone

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Overview

1. **What is Trend Smart Surfing for the iPhone?**

   Trend Smart Surfing for Apple® iPhone™ and iPod touch® mobile devices is the first secure browser for these devices to protect users from Web threats. Smart Surfing queries Trend Micro’s industry-leading in-the-cloud Web reputation service. Access to a URL with a dangerous rating is blocked to prevent potential Web threats such as a phishing site or the download of a malicious file.

2. **What is the difference between Trend Smart Surfing for the iPhone and the Safari browser for the iPhone?**

   Trend Smart Surfing protects users of iPhone devices from Web threats by using the power of the Trend Micro Smart Protection Network with its industry-leading content security infrastructure. Based on the Safari browser engine, Smart Surfing offers another layer of protection to users against Web threats by blocking access to phishing sites and malicious Web sites with malware downloads that could infect their iPhone as well as any PC connecting to the iPhone or iPod touch devices.

3. **What is the Trend Micro Smart Protection Network?**

   The Trend Micro Smart Protection Network combines “in-the-cloud” Web, email and file reputation technologies with multi-threat correlation technology and integrated product feedback loops together with 24x7 expert analyses and support to provide a comprehensive content security infrastructure.

   With active communication among platform components and a global customer feedback network, Trend Micro provides “better together” security through a strong neighborhood watch approach, instantaneously correlating threat data collected in real-time across all threat vectors.

4. **How does Smart Surfing help me avoid Web pages with hidden threats?**

   When you attempt to visit a Web site, Smart Surfing communicates with the Smart Protection Network servers to obtain a rating for the url. The page rating is indicated by a colored icon next to the url. Depending on the rating and the user defined Protection Strength settings, the url may be blocked. When access to a Web site is blocked a notification appears in the browser window.

   Smart Surfing ratings apply to both the page that is currently open, and to Web pages listed in Google, MSN, or Yahoo search results.
5. **What do the Web page ratings mean?**

Smart Surfing uses the following Web page ratings:

- **Safe**: The page is safe to visit and does not contain unwanted content. All local pages are considered safe.
- **Suspicious**: The page contains suspicious content. We do not recommend you browse a page rated suspicious.
- **Dangerous**: The page has been found to contain hidden malicious software or signs of involvement in "phishing".
- **Untested**: This web page has not been evaluated by Trend Micro.

6. **Can I control the level of the protection based on the ratings?**

Yes! You can control how Smart Surfing protects based on the rating results. The Protection Strength settings determine how Smart Surfing blocks or allows access to a Web site.

To modify how Smart Surfing protects based on the Web url rating, select Settings from the Smart Surfing menu and adjust the settings in the Protection Strength. You can select from the following protection strengths:

- **High**: The setting provides the most protection against Web threats. Smart Surfing only let you open Web sites with a very good reputation and blocks all others.
- **Medium**: This is the default setting, which provides protection against Web threats without blocking most Web sites.
- **Low**: The setting provides the least protection against Web threats. Smart Surfing only stops you from opening Web sites with a very poor reputation.
7. **How does Smart Surfing determine the ratings?**

   Smart Surfing communicates with the Trend Micro Web reputation rating servers to obtain the following information and determine the ratings:
   - Phishing scam detection
   - Web site reputation
   - Web page reputation

8. **What do I do if I open a Web page rated unsafe by Smart Surfing?**

   There are many circumstances where you may open an unsafe page. Security experts have reported the compromise of many legitimate sites in a way that, when you visit these compromised sites, you automatically get redirected to unsafe Web pages.

   Unsafe Web pages typically trick users into downloading and installing spyware and viruses. Some of these pages can take advantage of system vulnerabilities to automatically install threats. It is recommended to install the anti-Malware software for any computer that you connect iPhone.

9. **Can I contribute to the Web page ratings?**

   Currently, Smart Surfing does not accept user-contributed ratings. If you feel that Smart Surfing was unable to rate a page correctly, please feel free to send us feedback.

   We have a feedback hyperlink on the block notification page to allow the user to submit the URL to TrendLabs for reclassification.


10. **Can Smart Surfing detect viruses?**

    No. Smart Surfing can help you avoid sites that may contain computer viruses, but it does not detect viruses.

11. **Does Smart Surfing support landscape browsing?**

    Yes! Smart Surfing leverages the accelerometer in iPhone to support both landscape and portrait browsing.

12. **Does Smart Surfing support multiple page browsing?**

    Yes! Simply click the page indicator button at the bottom of Smart Surfing. You can easily add a browsing page to view other Web sites. To switch between pages you can click the page indicator button at the bottom of the window.

    In addition to the above mentioned approach, you can click the right/left button of the indicators button to quickly go to the next or previous page.

13. **When iPhone OS 3.0 is released will Smart Surfing still work?**

    Yes, we are actively monitoring the announcements from Apple on the upcoming v3.0 OS. We have access to the beta software and the updated SDK. We plan to release an update that will address any compatibility issues prior to the final release by Apple.
General Troubleshooting

14. I accidently deleted my copy of Smart Surfing. Can I get it back?

   Yes, please follow the steps:

   1. Go to the App Store in iTunes, search the Smart Surfing to locate the Smart Surfing application
   2. Press the “BUY APP” button.
   3. An alert will say, “You have already purchased this item. To download it again for free, select OK:” So click OK.

15. Smart Surfing can’t browse HTTPS web sites if there is a popup window displayed.

   Smart Surfing cannot browse HTTPS Web sites which require a domain login authentication or if its certificate cannot be trusted. In such cases, please use Safari once you have verified the URL is safe.

16. Some Web page can’t show wholly.

   For some specific Web pages, Smart Surfing can’t show the very bottom position. Please drag the scroll bar to the position and read it, or zoom in the page to see the details.

17. Can I contact Trend Micro for technical support on Smart Surfing?

   Although Trend Micro does not provide technical support for Smart Surfing, you may submit feedback. We will do our best to incorporate suggestions into future versions of Smart Surfing. Trend Micro will also continue to update this FAQ with answers to the most common questions asked about Smart Surfing.
Disabling Safari

Some users may want to disable the Safari browser and use the Smart Surfing browser exclusively. This will enable better protection from unintended visits to malicious Web sites.

NOTE: If you choose to disable the Safari browser on your iPhone of iPod touch device you will need to always open Smart Surfing to reach the Internet. To open a Web page link in an email you will need to enter the url in the Smart Surfing browser.

To disable the Safari browser, please follow the steps below.

1. Touch Settings from the Home Screen.
2. Touch General from the main settings screen.
3. Touch Restrictions from the general settings screen.
4. Enter and confirm a passcode.
5. Toggle Safari to Off.